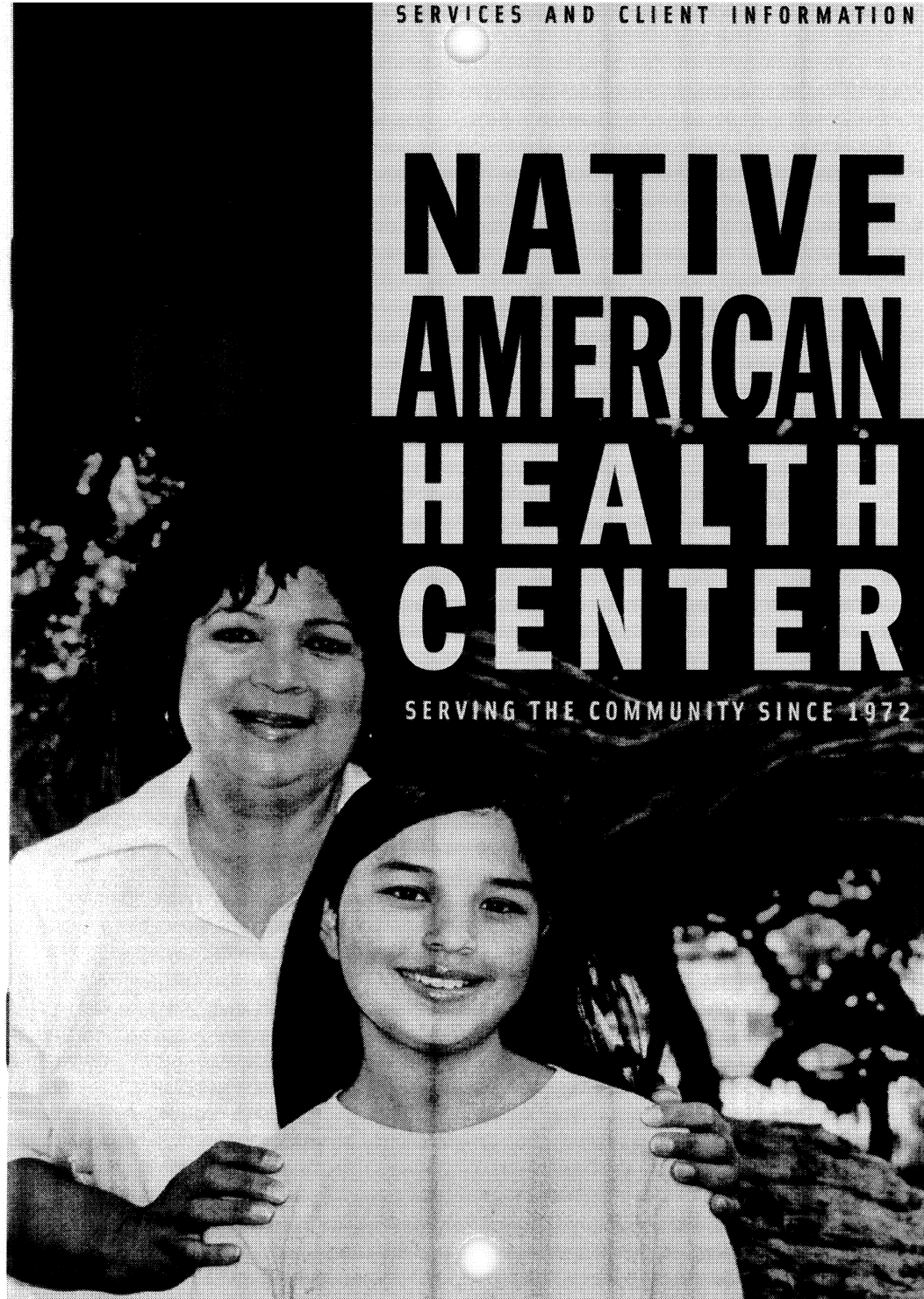


SERVICES AND CLIENT INFORMATION

NATIVE AMERICAN HEALTH CENTER

SERVING THE COMMUNITY SINCE 1972



WELCOME TO NATIVE AMERICAN HEALTH CENTER

We are glad you have chosen us as your health care provider and we look forward to working with you. This handbook explains some basic facts about the programs and services NAHC provides. If you have additional questions that are not answered in this handbook, feel free to call us for more information (Telephone numbers are listed on the back of this handbook).

MISSION STATEMENT

Native American Health Center's mission is to assist American Indians and Alaska Natives to improve and maintain their physical, mental, emotional, social, and spiritual well-being with respect for cultural traditions, and to advocate for the needs of all Indian people, especially the most vulnerable members of our community.

Background and Goals of Native American Health Center

The American Indian community in the Bay Area organized and incorporated the Urban Indian Health Board (UIHB) in 1972 to open the first Native American Health Center in San Francisco. In 1976, a second site was opened in Oakland. Today, Native American Health Center (NAHC) is a full-service clinic with locations in Oakland, Alameda and San Francisco dedicated to making health services available to American Indians and non-Indians in the Bay Area. Our goals are:

- To provide patients with high quality healthcare, regardless of income, race or ethnicity.
- To promote health education and disease prevention, immunization, mental health and child abuse prevention and treatment services.

Native American Health Center provides primary medical care; comprehensive dental care; individual, group and family counseling services; substance abuse counseling; women's health; youth services; Tribal Athletics Program; Women, Infants and Children (WIC); community capacity-building programs; perinatal care; HIV/AIDS prevention and care; and fitness and nutrition programs.

PATIENT'S RIGHTS AND RESPONSIBILITIES



As a patient of Native American Health Center, you have the right to:

- Be treated with dignity and respect, without regard to your gender, age, cultural, educational or religious background.
- Know the names, titles, and credentials of the people serving you.
- Privacy and confidentiality of your records.
- Receive explanations about clinic tests and procedures.
- Receive health education counseling.
- Review your medical or dental records with a clinician.
- Request medical records from other clinics as well as request a transfer of records from our clinic to other clinics.
- Change providers within the clinic.
- Consent to or refuse any care of treatment.

You have the responsibility to:

- Be honest about your medical history.
- Be sure you understand the explanations, advice and instructions you receive.
- Follow health advice and medical instructions.
- Respect clinic policies and procedures.
- Keep appointments or cancel at least 24 hours in advance.
- Report any changes in your health.

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PATIENT RESPONSIBILITIES

The following descriptions of patient responsibilities helps to make sure that the services you receive at Native American Health Center are of the highest quality and accessible to all patients.

Keeping Appointments

It is your responsibility to keep all appointments. If you are unable to keep a scheduled appointment, please notify Native American Health Center at least 24 hours in advance. This is so we can schedule another patient in your appointment slot.

Please call

- Oakland Medical Department (510) 535-4400
- Oakland Dental Department (510) 535-4410
- San Francisco Medical Department (415) 621-8051
- San Francisco Dental Department (415) 621-8056

Please be on time for your appointments

NAHC appreciates patients keeping to their scheduled appointment time. This ensures that all patients are seen on time. If you do arrive late, you may have to be rescheduled for another time or day.

Provide the clinic with updated information

In order to fully assist you, we need to have updated information that may affect your care. If you have moved, changed your managed care plan, or have had a change in living situation which may affect your ability to pay for your services, please inform a registrar or the Billing Department.

Payment of fees for services

Our Billing Department is available to assist patients in obtaining appropriate health care coverage for services received at the clinic. Our clinic can also arrange sliding scale coverage and a payment schedule. We also appreciate patients adhering to their payment schedule on a timely basis. To determine eligibility for services and programs, we are required to ask for documents that will help identify sources of income, family size, residency, etc. Please assist our Billing Department by providing requested documents.

Please watch your children while at the clinic

Parents and guardians should watch their children at all times while at Native American Health Center. Sometimes the clinic can get busy and children can wander off. It is important for the safety of your children that you watch them at all times.

No food or drinks in the clinic

Please do not bring food or drinks inside the clinic. This will help to keep the clinic clean and safe for all visitors and patients of Native American Health Center.

We ask that all patients follow the above rules. If you have a question about our policies, please do not hesitate to ask a staff person. We are here to assist you in your health care!

Patient Satisfaction

We value your decision to come to Native American Health Center for care and we welcome your feedback about how we are doing. If you are unsatisfied with any services, we suggest that you speak with a staff member or department supervisor.

If you would rather leave a confidential statement in writing, please fill out one of the "Client Complaint Forms" located in the waiting rooms and put it in the drop box.

The Client Complaint Form may also be mailed to the appropriate department supervisor at the clinic.

Within five (5) working days of receiving your written or verbal complaint, the department supervisor will contact you by telephone or in writing to follow-up. If your complaint is regarding the department supervisor, or you feel the department supervisor did not adequately resolve the problem, you may ask to meet with the provider or the department director.

If you feel your complaint still has not been resolved, you may mail or deliver your complaint to the Executive Director of the clinic and a response will be given within five (5) working days to address your concerns.

Oakland/Alameda

Executive Director
Native American Health Center
3124 International Blvd.
Oakland, CA 94601
ph (510) 535-4460
fx (510) 261-0646

San Francisco

Executive Director
Native American Health Center
160 Capp Street
San Francisco, CA 94110
ph (415) 621-1170
fx (415) 255-7527

Health Insurance Portability and Accountability Act (HIPPA)

Native American Health Center understands that your health information is personal, and therefore is committed to protecting that information in compliance with the Health Insurance Portability and Accountability Act of 1996. If you have any questions, or you would like to receive a copy of NAHC's Notice of Privacy Practices, contact the Privacy Officer at (510) 535-4460. You may also visit the website at www.nativehealth.org.

MEDICAL SERVICES



The Medical Departments at NAHC provide basic health care for adults and children; sensitive services for teens; diagnosis and treatment for acute and chronic conditions; general pediatric care, including well-child services and immunizations; routine physical examinations for general health maintenance or employment; nutrition and fitness activities; health education; and smoking prevention/cessation education.

In addition, the Oakland Medical Department also provides ongoing health care through pregnancy, full lab services, prenatal and childbirth education classes, newborn and well-baby care.

OAKLAND MEDICAL DEPARTMENT

Hours

Monday – Friday, 9 a.m. to 5 p.m. (Closed 12–1 for lunch, and Thursdays 9–10 a.m.)

Staff and Services

Two Physicians, three Family Nurse Practitioners and a Physician Assistant staff the Oakland Medical Department. Other support staff includes one Registered Nurse, one Licensed Vocational Nurse, two Registered Dietitians, one Certified Diabetes Educator and a Social Worker.

The Perinatal team in Oakland provides medical care through pregnancy. Patients may deliver at Summit Medical Center, Alta Bates Medical Center or Highland General Hospital. In addition to basic medical services, the perinatal team also provides nutrition counseling, visits with a social worker, childbirth education classes, labor coaching and other support services.

Appointments at Oakland Medical Department

To make an appointment, call (510) 535-4400. New patients are required to come in 30 minutes prior to their scheduled appointment to register. Regular patients need to come in at least 15 minutes before your scheduled appointment to update your registration or billing account. If you need to cancel an appointment, please call us 24 hours in advance. If you need medical advice while the clinic is closed, call (510) 535-4400 and follow the instructions to reach the after hours answering service.

Refill Medication Phone Line (Oakland Medical Department only)

For your convenience you can call in to refill your medications. Leave your name, date of birth, name of medicine(s) and telephone number at least 48 hours before you run out of medication. Call (510) 535-4405 for these services.

SAN FRANCISCO MEDICAL DEPARTMENT

In addition to the previous list of services, the San Francisco Medical Department also provides Women's Health Services and HIV Primary Care.

Hours

Monday – Friday, 9 a.m. to 5 p.m. (Closed 1–2 p.m. for lunch)

Staff and Services

A Family Practice Physician and a Family Nurse Practitioner staff the San Francisco Medical Department. Staff also includes a Registered Nurse, one HIV/RN Case Manager and one Registered Dietitian/Certified Diabetes Educator.

Appointments at San Francisco Medical Department

To make an appointment, call (415) 621-8051. New patients are required to come in 30 minutes prior to their scheduled appointment to register. Regular patients need to come in at least 15 minutes early to update your registration or billing account information. If you need to cancel an appointment, please call us 24 hours in advance. If you need medical advice while the clinic is closed, call (415) 621-8051 and follow the instructions to reach the after hours answering service.

Urgent and Emergency Care

- If you have an urgent medical problem, call the clinic and ask to speak with a triage nurse. The nurse will determine whether you need a same-day, next day, or follow-up appointment or whether you should go to the emergency room for immediate care.
- If you have a medical emergency and need immediate care, go to a hospital emergency room. If you are not sure whether you need immediate emergency care, call the clinic.
- If the clinic is closed you will be connected with our after hours answering service. Call the Oakland Medical Department at (510) 535-4400, or call the San Francisco Medical Department at (415) 621-8051.

Payment for Medical Services at NAHC

Native American Health Center is committed to providing high quality, affordable health care to all. We accept patients who have Medi-Cal, Medicare, Healthy Families and certain managed care health plans. Patients without medical insurance or Medi-Cal are eligible for a sliding scale discount which is designed to reduce financial barriers to quality medical care. The clinic also provides assistance in obtaining Medi-Cal.



PAYMENT AND CARE PLANS

We are here to help you determine how your health care needs can be met. Many people without insurance are eligible for programs that will pay for their care. Please call our Billing Department at (510) 535-4480 for information about health care coverage programs or visit the website at www.nativehealth.org for more information. Examples of documents to verify income and eligibility are: last year's income tax statement (1040), previous month's paycheck stubs, or an Employment Development Department (EDD) income printout. Call your local EDD office to obtain your printout.

Managed Care Health Plans

Native American Health Center accepts patients enrolled in the following Medi-Cal Managed Care Health Plans:

In Alameda County

Alameda Alliance for Health	Customer Service: (510) 747-4567
Blue Cross	Customer Service: (800) 407-4627

In San Francisco

The San Francisco Health Plan	Customer Service: (800) 288-5555
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If you belong to one of the health plans listed above, you must sign up with Native American Health Center as your primary care provider (PCP) to be seen as a patient of the clinic. To notify your health plan that you would like to have Native American Health Center become your primary care provider, please call the customer service number listed above.

What do you do if you are asked to choose a Managed Care Plan?

Most Medi-Cal patients are asked to choose a health plan. If you are a regular patient of Native American Health Center, and you have Medi-Cal, you do not have to sign up for a Managed Care Plan. This is because Native American Health Center has a special agreement with the State of California that allows our patients to remain fee-for-service Medi-Cal.

- If you receive enrollment forms in the mail asking you to choose a health plan, but you want to stay on fee-for-service Medi-Cal, Native American Health Center will have to fill out an Exemption Certificate. The Exemption Certificate will let the Department of Health Services know that you do not want to sign up for a health plan, and that you are a regular patient at NAHC. The Billing Department at NAHC can assist you in sending in the Exemption Certificate.
- If you do choose a managed care health plan, please let the plan know that you want Native American Health Center listed as your primary care provider.

Special Exemptions for American Indians and Alaska Natives

There are exemptions specific to American Indians and Alaska Natives. American Indians and Alaska Natives are not required to enroll in any Medi-Cal managed care plans, with the exception of county organized health systems.

American Indians and Alaska Natives who are enrolled in a Medi-Cal managed care plan, including the county organized health systems, shall not be restricted in their access to Indian Health Service facilities by the Medi-Cal managed care plan. This means that even if you are enrolled in a Medi-Cal managed care plan by choice, American Indians and Alaska Natives can still receive services at an Indian Health Service facility or an urban Indian health center such as Native American Health Center.

If you are currently enrolled in a managed care plan, or have been defaulted into a managed care plan, but want a fee-for-service Medi-Cal, please contact the Billing Department to have an exemption certificate filled out for you. This will help continue fee-for-service Medi-Cal benefits for one year.

Please contact the Billing Department or the Patient Services Manager for more information or assistance regarding the above regulations.

How To Resolve Managed Care Issues

- If you have a problem with your managed care health plan, contact your health care plan customer service department. The telephone numbers are listed at the beginning of the Managed Care section.
- For any other questions regarding Managed Care Health Plans, call Health Care Options at (800) 430-4263. They will direct you to informational meetings on what Managed Care is and how to choose a health plan.
- The Office of Ombudsman is also available to assist Medi-Cal beneficiaries to investigate and resolve complaints about Managed Care Plans made by, or on behalf of Medi-Cal beneficiaries and to ensure that access to high quality Managed Care services is being provided to persons with Medi-Cal. Please call (888) 452-8609 for more information about services available.

WOMEN, INFANTS AND CHILDREN PROGRAM (WIC)



What Is WIC?

WIC is a nutrition program that helps mothers and young children eat well and stay healthy. WIC is for women who are pregnant, breastfeeding or recently had a baby, and infants and children less than 5 years of age. To receive WIC you must meet the WIC income limits, get regular medical checkups and live in an area served by our clinic.

How Can I Apply?

To apply for WIC call the WIC Oakland office at (510) 535-4420 or San Francisco at (415) 621-7574. Our staff can screen you over the phone and make an appointment to see if you are eligible for the WIC program.

Staff and Services

WIC staff includes two Registered Dietitians, three Nutrition Counselors, an Office Manager and a Nutrition Assistant. A Certified Lactation Consultant is also available for breastfeeding assistance.

As a WIC participant, you will receive special checks to buy healthy foods like milk, juice, cereal, eggs, beans or peanut butter etc. You will also receive nutrition education from our trained WIC staff either individually or in a group setting. WIC also provides support and help with breastfeeding. WIC may be able to provide you with an electric breast pump if you are returning to work or school and want to continue nursing your baby.

Hours

Oakland WIC: Monday–Friday, 8:30 a.m. to 5 p.m. (Closed 12–1 for lunch). Tuesdays open until 7 p.m. Also open one Saturday a month. Call the office for Saturday schedule.

San Francisco WIC: 1st Monday of the month 9 a.m. to 5 p.m. (Closed 1–2 for lunch). Last Friday of the month 8:30 a.m. to 1 p.m.

DENTAL SERVICES



The Dental Department provides patient education, prevention and general dentistry for adults and children of all ages. Children should visit a dentist between one and two years of age to start preventive care such as sealants and fluoride treatment. Referrals to specialists are made when necessary.

Dental Services

General Dentistry for Children and Adults		
Dentals/Partials	Cleanings, Sealants and Fluoride Treatment	
Emergency Services	Exams/X-rays	Fillings/Extractions
Oral Surgery	Patient Education	Referrals

The Oakland and San Francisco Dental Departments are each staffed by at least two full-time dentists and have contacts with dental specialists.

Hours

Oakland Dental Department:

Monday – Friday, 9 a.m. to 5 p.m. (Closed 12–1 for lunch)

San Francisco Dental Department:

Monday – Friday, 9 a.m. to 5 p.m. (Closed 1–2 for lunch)

Appointments

To make an appointment call (510) 535-4400 or (510) 535-4410 for the Oakland Dental Department and (415) 621-8056 for the San Francisco Dental Department.

Payment for Dental Services

The Dental Department accepts a range of payment methods including Medi-Cal and Healthy Families. We also have programs for low-income or no income at a discounted rate. Patients with private coverages are expected to pay at time of visit and are requested to bill their own insurance carrier. Courtesy billing is available for your convenience.

If you have any questions about payment for services or types of programs available please call the Oakland Dental Department at (510) 535-4410 or the San Francisco Dental Department at (415) 621-8056.

Emergency Care

Emergency dental care is provided during clinic hours. For assistance after normal business hours:

- In Oakland call Highland General Hospital at (510) 437-4800. The emergency room is located at 1411–E. 31st Street.
- In San Francisco please call the Emergency Room at San Francisco General Hospital at (415) 206-8000. San Francisco General Hospital Emergency Room is located at 1001 Potrero (near 23rd Street).

FAMILY & CHILD GUIDANCE CLINIC



YOUTH SERVICES



The Family & Child Guidance Clinic has developed a model program that combines mental health and substance abuse counseling with traditional healing practices for Native American families. Our program is based on traditional American Indian values and is an innovative model for integrated health services developed by Native American Health Center. Treatment and prevention efforts are geared toward restoring balance and well-being for the individual.

Oakland Clinic Services

Individual Therapy	Talking Circles
Family Therapy	Traditional Healing Activities
Couples Therapy	Confidential HIV/AIDS Services
Community Outreach	Substance Abuse Treatment
Group Therapy	Youth Services & Case Management

San Francisco Clinic Services

Family Therapy	Domestic Violence & Parenting Groups
Individual Therapy	Confidential HIV Mental Health Services
Group Therapy	Couples Therapy
Art Therapy	Substance Abuse Counseling
Men's & Women's Groups	Child & Adolescent Counseling
Community Outreach	Native American Traditional Counseling
Youth Services	Psychological Testing

For appointments, call the Family and Child Guidance Clinic at (510) 535-4440 in Oakland or call the San Francisco clinic at (415) 621-4371.

Hours

Oakland Clinic: Monday—Friday, 8:30 a.m. to 5 p.m. (Closed 12–1 for lunch)

San Francisco Clinic: Monday—Friday, 9 a.m. to 5 p.m. (Closed 1–2 for lunch)

Emergency Numbers

Oakland: John George Pavilion	(510) 481-4141
San Francisco: Westside Crisis	(415) 353-5050
Bay Area Suicidal Crisis	(510) 849-2212
Suicide Prevention	(415) 781-0500
Mobile Crisis Unit	(415) 255-3610
San Francisco General Hospital	(415) 206-8125

Native American Health Center's Youth Services is designed to empower youth by teaching positive health habits and leadership skills, to counter peer pressure by developing youth leaders and role models, and to strengthen families through parent involvement in complementary Family & Child Guidance Clinic programs. Youth Services promotes a healthy environment through a youth drop-in center where Native American youth participate in a wide variety of cultural and recreational activities.

Youth Services provides a safe and supervised space for youth gatherings, organizing and activities. Youth Services is open as an after-school program three days a week, Monday, Wednesday and Friday from 3 p.m. — 7 p.m. Hours are subject to change. Call (510) 535-4492 for more information.

Our Mission

Our mission is to build strong and resilient Native youth and families. Our goal is to empower young people from the community through education, skill building and community organizing activities.

Our Approach

Our approach is culturally relevant and family centered. We combine prevention, intervention and treatment to address the changing needs of Native youth in an urban environment. The different facets of our program allow Native American youth to develop skills according to their strengths and interests while challenging them to understand the relationship between commitment, dedication and success. We provide a healthy environment for Native American youth where they may participate in a wide variety of cultural and recreational activities.

Traditional Arts

The goal of the Traditional Arts Program is to develop self-confidence and cultural pride through artistic self-expression and creative activities. The program integrates both traditional and contemporary Native American art forms as well as other diverse styles, challenging youth to use their creativity and imagination. After they learn the process of making their art presentable in a professional manner, participants exhibit their work at community events and at local agencies.

continued next page

Tribal Athletics Program

The Tribal Athletics Program (TAP) is responding to needs identified within the community for structured physical recreation programs for our youth due to the prevalence of diabetes, obesity and other health risks for Native Americans. TAP sports include: basketball, soccer, flag football, softball and introductory lacrosse. Teams meet week-days after school and weekends. These programs develop commitment, teamwork and self-discipline and illustrate the importance of leading a healthy lifestyle.

Violence Prevention Program

The Violence Prevention Program provides training on anger management and substance abuse prevention for youth, including former gang-related youth. NAHC also collaborates with other ethnic and cultural groups in Oakland to reduce gang violence.

Urban Indian Film Project

The Urban Indian Film Project is a beginning video production workshop that introduces youth to a wide variety of media as well as models of artistic expression. Students produce completed videos and gain skills necessary to pursue video production.

Nutrition and Fitness provides a variety of nutrition and physical fitness education emphasizing health promotion and disease prevention. The overall goal is to promote optimal nutrition and well-being for American Indians and the Fruitvale community.

Services include individual counseling for the management or prevention of heart disease, diabetes, high blood pressure, high cholesterol and obesity; classes on nutrition and physical fitness topics; community nutrition and fitness education; pregnancy counseling throughout pregnancy and the post-partum period; physical fitness assessments and exercise program descriptions; and smoking cessation classes and individual counseling.

HEALTHY NATIONS WELLNESS CENTER

The Mission

The mission of Healthy Nations Wellness Center is to create a healthier community using a balanced holistic approach to wellness through services that promote emotional, physical, mental and spiritual well-being for community members, particularly Native Americans living in the San Francisco Bay Area. The primary goal is to improve physical wellness by promoting positive lifestyle activities to keep individuals, families and the community healthy, and to promote disease prevention.

The Program

Healthy Nations Wellness Center offers something for everyone including a variety of cardiovascular machines, weight training circuits, free weights, group exercise classes, new member orientations, personal training and massages. Specialty classes and times are also offered for Native Americans, persons with diabetes, older adults, youth and perinatal clients. Improve your health and the health of your family by becoming members of Healthy Nations Wellness Center today.

Membership

Healthy Nations Wellness Center has affordable prices and convenient hours (Monday—Friday, 10 a.m.—8 p.m. and Saturday, 10 a.m.—5 p.m.), and provides personalized health and wellness services at prices competitors could not match and often do not offer. Call Healthy Nations Wellness Center for monthly fees and group discounts at (510) 434-1772.

NATIVE AMERICAN HEALTH CENTER OAKLAND

3124 International Blvd., Oakland, CA 94601

Dental Department (510) 535-4410
 Fax (510) 437-9583
Family & Child Guidance Clinic ... (510) 535-4440
 Fax (510) 437-9574
Healthy Nations Wellness Center . (510) 434-1772
Medical/Perinatal Department . . (510) 535-4400
 Fax (510) 261-6438
Nutrition and Fitness (510) 535-4400
 Fax (510) 261-6438
**Women, Infants and
 Children Program (WIC)** (510) 535-4420
 Fax (510) 261-0283
Youth Services (510) 535-4492
 Fax (510) 437-9574
Administration (510) 535-4460
 Fax (510) 261-0646
Billing Department (510) 535-4480
 Fax (510) 533-8474

NATIVE AMERICAN HEALTH CENTER SAN FRANCISCO

160 Capp Street, San Francisco, CA 94110

Dental Department (415) 621-8056
 Fax (415) 621-3985
Family & Child Guidance Clinic ... (415) 621-4371
 Fax (415) 621-3985
Medical Department (415) 621-8051
 Fax (415) 621-3985
**Women, Infants and
 Children Program (WIC)** (415) 621-7574
 Fax (415) 621-3985
Administration (415) 621-1170
 Fax (415) 255-7527
Billing Department (510) 535-4480
 Fax (510) 533-8474

ADMINISTRATION/FISCAL

1411 Fruitvale Avenue, Oakland, CA 94110

Administration (510) 535-4460
 Fax (510) 261-0646
Fiscal Department (510) 535-4470
 Fax (510) 261-0646

Visit our website at www.nativehealth.org
 for more information on Native American
 Health Center, employment opportunities,
 calendar of events and other listings.



Native American Health Center

Serving the community since 1972
 For more information please contact:
 Administration/Oakland (510) 535-4460